

DEPARTMENT ASSISTANT I

(Treasurer/Collector's Department)

Position Purpose:

This position performs financial record keeping, bookkeeping, computer application, and clerical work, requiring substantive knowledge of departmental operations. Performs all other related work as required.

Supervision:

Supervision Scope: Performs varied and responsible functions requiring a working knowledge of departmental operations and the exercise of judgment and initiative within guidelines, policies, procedures and practices.

Supervision Received: Works under general direction of the Treasurer/Collector and Assistant Treasurer/Collector, following department rules, regulations and policies, requiring the ability to plan and perform operations, and to complete assigned tasks according to a prescribed time schedule. Refers all questionable cases to supervisor.

Supervision Given: None

Job Environment:

Work is performed in an office environment. Majority of work is performed in a moderately noisy work environment, with frequent interruptions.

Operates computer, printer, video display terminal, calculator, telephone, copier, facsimile machine, postage machine and all other standard office equipment.

Makes frequent contact with the general public, other municipal departments, banks, and mortgage companies; contacts are primarily in person and by telephone, and involve discussing routine and semi-complex information; contacts with the public require patience, courtesy, and independent judgment to ensure compliance with applicable laws, rules, regulations or compliance to departmental policies, procedures and methods.

Most information the employee works with is subject to public disclosures.

Errors could result in considerable confusion and delay, time loss in performing tasks, possible adverse public relations and financial repercussions.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Essential Functions

- Performs a variety of general clerical and administrative duties, including typing, filing, scanning, data entry, answering telephones, opening and distributing mail, preparing outgoing mail, maintaining records and files, and copying documents.
- Provides customer service to residents, taxpayers, attorneys, financial institutions, and the general public by responding to inquiries in person, by telephone, email, and other communication methods. Explains tax bills and resolves routine questions and complaints.
- Receives, processes, and records payments for real estate taxes, personal property taxes, motor vehicle excise taxes, and other municipal receivables received over the counter, by mail, online, or through other payment methods. Ensures payments are accurately posted in MUNIS upon receipt.
- Enters and reconciles daily payment turnover transactions in MUNIS and QuickBooks; balances cash receipts, prepares daily bank deposits, scans checks for electronic deposit, and reconciles deposits with bank records.
- Receives and records departmental receipts and other municipal revenues into MUNIS and QuickBooks, ensuring accuracy and proper accounting of all transactions.
- Performs bookkeeping and financial recordkeeping functions related to municipal tax collections, including balancing daily receipts, preparing reports, and assisting with account reconciliations.
- Assists with the day-to-day operations of the Treasurer/Collector's Office, including processing municipal lien certificates.
- Processes online payments and Parks and Recreation online payments and records financial activity in MUNIS and QuickBooks.
- Conducts daily trips to the bank to make deposits and to the post office to retrieve and process incoming mail. Processes mailed payments and researches and resolves discrepancies or processing issues.
- Assists with processing public records requests and ensures responses are completed within applicable legal timeframes.
- Assists with year-end financial closeout.
- Maintains the confidentiality of financial records and taxpayer information in accordance with applicable laws, regulations, and Town policies.
- Works collaboratively with the Treasurer/Collector, Assistant Treasurer/Collector, Deputy Collector, other Town departments, and outside agencies.
- Performs similar or related duties as required.

Recommended Minimum Qualifications:

Education, Training and Experience:

High school education; and two years of experience in general accounting or bookkeeping work; municipal experience preferred; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: General knowledge of standard bookkeeping principles, procedures, records, forms and the use of computer bookkeeping systems. General knowledge of local government and its operations helpful. Familiarity with MUNIS and QuickBooks software is very helpful.

Ability: Ability to maintain detailed financial records. Ability to deal effectively and tactfully with the public. Ability to compose correspondence. Ability to communicate effectively with the public, co-workers, other employees, town officials and vendors.

Skill: General bookkeeping and accounting skills. Proficiency in utilizing personal computers, popular word processing, database, and spreadsheet applications. Good customer service skills. Skill in all of the above listed tools and equipment.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, walk, talk, or hear; must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 10 pounds. Vision and hearing at or correctable to normal ranges; close vision for working with numbers. This position requires the ability to operate a keyboard and calculator at efficient speed.

(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.)